



**CAREERSOURCE CITRUS LEVY MARION
Performance and Monitoring Committee**

MINUTES

DATE: August 5, 2025
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:00 a.m.

MEMBERS PRESENT

Brandon Whiteman
Jeff Chang, Chair
Larry White

MEMBERS ABSENT

Fred Morgan
Theresa Flick

OTHER ATTENDEES

Rusty Skinner, CSCLM
Dale French, CSCLM
Steven Litzinger, CSCLM
Melissa Saco, CSCLM

Christopher Wilkinson, CSCLM
Sandra Crawford, CSCLM
Cira Schnettler, CSCLM

CALL TO ORDER

The meeting was called to order by Jeff Chang, Chair, at 9:10 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Brandon Whiteman made a motion to approve the minutes from the May 6, 2025, meeting. Jeff Chang seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Rusty Skinner updated the committee on the following items:

- CareerSource Florida will be holding their quarterly State meeting on August 20 and 21 at the World Equestrian Center. CLM management will be in attendance.
- The State is introducing detailed guidelines and policies to ensure consistency among the regions.

Workforce Issues that are Important to Our Community

No topics were brought for discussion.

Building Pathways Scorecard

Dale French reviewed the scorecard of the Broadband grant, which is in its second year and has met 50% of performance goals. CLM has partnered with Region 6 and 26. The majority of the participants are in Levy County. The program has been highly successful and there are no concerns.

Rusty Skinner added that CF brought in a training provider to develop the broadband training program as well as a CDL program.

CF would like to also expand their education services in Levy County with short-term training opportunities. We are partnering with CF and Levy County Schools to develop a pilot program that will identify juniors and seniors in high school that are not in a career driven program and steer them into one of the short-term training programs.

PUBLIC COMMENT

None

ACTION ITEMS

Ticket to Work Monitoring Report

Dale French explained that the Ticket to Work program monitors a case sampling annually of participants. No issues were reported. Jeff Chang made a motion to accept the monitoring report. Brandon Whiteman seconded the motion. Motion carried.

PROJECT UPDATES

Talent Center

Chris Wilkinson reviewed the report provided in the packet. He also shared that the Talent Connection virtual candidate showcases have been very successful. Talent Connection #4 and #5 are scheduled for August and September. The Talent Center team will also be holding a presentation on best practices for a developing a virtual fireside at the 2025 Workforce Summit.

Event Report

Melissa Saco highlighted items from the Event Report. She attributed much of the success of the job fairs to the ongoing partnerships with educational institutions. The next Paychecks for Patriots event has been scheduled for November 13. The Marion County Job Fair is scheduled for October 2.

Contract Reports

Sandra Crawford reviewed the performance report for Citrus and Marion counties and the youth report. Overall, the partners did well. Levy County has an economic director in place. We will be collaborating with their representative on the 2025-2026 goals, which will be presented at the next meeting.

Grant Update

Sandra Crawford provided an overview of the grants. Both grants have had a high level

of enrollments and engaged participants.

Indicators of Performance

Career Center Reports

Cory Weaver reviewed the reports and welcomed questions from the committee members.

- Indicators of Performance: Providing services to dislocated workers continues to be a challenge. Enrollments are increasing. The youth program is working on meeting their goals. The Wagner Peyser program is meeting or exceeding their goals.
- Center Reports: All centers have experienced increased traffic and candidate services across the region. Levy County has significant success with the broadband program, CDL training, and phlebotomy certifications. The teacher's program in Marion County continues to be successful. Temporary teachers are provided with support to transition to full time permanent teacher positions.

Letter Grades

Cory Weaver reported that our region received a B for the reporting period ending December 2024. Management has identified three areas of improvement:

- Measure 3 – Team goals will include increasing efforts to outreach to dislocated workers.
- Measure 5 – Team goals will include ensuring all data is up to date and cases are closed in a timely manner.
- Measure 7 – Team goals include consistently monitoring funding ratios.

Program Participant Data Summary

Cory Weaver reviewed general details from the report.

Net Promoter

Steven Litzinger reviewed the Net Promoter Survey Results. Overall, we are providing excellent customer service. A detractor analysis has been conducted and no customer service issues have been trending.

- Job seeker satisfaction continues to be high with a good score of 68.
- Business Services' scores are excellent.
- Talent Center continues to have a prominent level of customer service satisfaction.

Steven Litzinger explained that the survey comments are available upon request. The comments really present a more detailed picture of the high level of customer service the staff provide.

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:50 a.m.

APPROVED:
